

NARROGIN OUTSIDE SCHOOL  
HOURS CARE



# Narrogin Outside School Hours Care

## Parent Handbook



## PHILOSOPHY

At Narrogin Outside School Hours (NOSHC), we aim to provide a positive and inclusive environment where children, families and staff can be happy, feel supported and build friendships & partnerships with the wider community.

We strive for NOSHC to be a place where everyone, regardless of age, culture or ability, feels valued and respected and are comfortable to express their ideas and feelings and know that they will be treated as equals.

NOSHC is a place where children have the chance to make choices, be part of decision making, be adventurous, navigate risks, learn responsibility, play and most of all have fun.

Our hope is that NOSHC is a place where we can all learn, grow and develop together.

NOSHC program is to be a child focused service and provide quality care in a safe, caring and stimulating environment that fosters all aspects of children's development.

NOSHC has a number of goals on which our service is based. These goals are based on the outcomes for children as outlined in the 'My Time, Our Place' Framework for School Age Care.

'My Time, Our Place' Framework for School Age Care

### **Our goals**

Are to encourage children to:

**Have a strong sense of identity** – we aim to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges.

**Be connected with and contribute to their world** – we demonstrate awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives. We aim for children to become socially responsible and to show respect for the environment.

**Have a strong sense of wellbeing** – we aim to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, empathy, understanding and respect for all children.

**Be confident and involved learners** – we aim to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas. We endeavour to collaborate with children, discuss theories and model reasoning to predict and reflect on processes and language. We encourage children to make connections between learning experiences in different settings in order to achieve more meaningful learning.

**Be effective communicators** – we aim to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modelling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions. We aim for children to exchange ideas, thoughts, questions and feelings and to use a range of tools, such as music, dance and drama to connect with others and express themselves in order to extend their learning.

## MANAGEMENT

The Narrogin Regional Child Care Services Inc. operates as a not for profit, incorporated association with a voluntary Management Committee consisting of parents and community members. A list of the current Management Committee members is posted on the Narrogin Regional Child Care Services Inc. website. The Annual General Meeting is held within four months of the end of the Financial Year (usually in September). Committee meetings are held once a month at the Child Care Service or at a venue to be appointed. The Management Committee comprises a President, Vice President, Secretary and Treasurer and no less than four and no more than seven other persons.

Narrogin Outside School Hours Care Service falls under the management of this not for profit organisation and all Services under the Incorporation are overseen by a Facility Manager.

## STAFFING

At Narrogin Outside School Hours Care, educators have been carefully chosen for their high level of experience, knowledge and skills. All educators have current First Aid qualifications, Approved Asthma Management and Anaphylaxis training as per set out in the Education and Care Service National Regulations (reg. 136). They also have a National Police Clearance, Working with Children Check and a minimum Certificate III in Children's Services.

## SERVICES PROVIDED

Service	Operating Times
Before School Care	7.30am –9.00am
After school Care	3.00pm -5.45pm
Vacation Care	7.30am -5.45pm
Student Free Days	7.30am -5.45pm

Full-day Vacation Care is offered in all school holidays and from the end of term 4. The service will be closed for two weeks over the Christmas and New Year period, dates to be confirmed each year. The Service will reopen from January to the beginning of the school year.

The service will be closed on all Public Holidays.

## LOCATION

Narrogin Outside School Hours Care (NOSHC) is located on the corner of Williams Road and Johnston Street, at the Narrogin Primary School in the Art room.

## FACILITIES

The service has access to most areas of the school including the undercover area, oval, playgrounds and basketball/netball courts. There are excellent educational and play resources and a playground designed to meet the needs of the younger age group.

## ENROLMENT

Narrogin Outside School Hours Care Service provides care for children from Pre-Primary to 12 years.

### **Priority of access is given to:**

A child who may otherwise be at risk of abuse or neglect

A child of a single parent who satisfies, or parents who both satisfy, the work/training/study test under section 14 of the; *A New Tax System (Family Assistance) Act 1999*.

Any other child.

The enrolment form must be completed in full and immunisation details checked prior to commencing care.

Enrolment forms will be kept in a safe and secure place. Access to this information is available only to authorised Educators, enrolling parents and Commonwealth Department officers.

The enrolment form must be checked at least annually with any necessary alterations made. The legal parent/guardian may alter the Enrolment Form at any time if required.

Enrolment information is sought at the beginning of each school year. Updated family and health information together with parent authorities is sought prior to each vacation care period.

***Refer to Priority of 'Access Policy' and the 'Privacy' statement***

## BOOKINGS AND CANCELLATIONS

All child care bookings **must** be made through the Narrogin Regional Child Care Service office on 98812401.

Enrolment forms must be completed and returned before bookings can be secured.

If your child does not require care on a booked day, please contact the Child Care Centre before 2.00pm.

To cancel care two weeks' notice must be given.

To avoid distress and to ensure that licensing guidelines are adhered to, it is essential that the office is informed of any change in your child care bookings as soon as is convenient.

## ORIENTATION PROCESS

An informal interview will be conducted prior to care commencing. Every step is taken by the Educators to ensure that your child feels welcome, is familiar with what is available at the Service and is known by the other children. It is important to talk to staff and share information regarding your child. Education and Care is a *partnership* between the Service and the family. Families are encouraged to participate in all facets of the program and are always welcome in the Service.

## GROUPS AND STAFF RATIOS

The minimum educator to child ratio is 1:10 (for children aged Pre-Primary to 12 yrs) and then 1:15 after the first 10 children.

When there are more than 10 children on the premises, there must be at least two educators on duty, one of whom must be qualified.

Where there is one staff member only, this Educator must be qualified.

## FEES AND CHILD CARE BENEFIT AND CHILD CARE REBATE

Fees will be notified at time of enrolment and will be determined by the Management Committee.

1. Child Care Benefit (CCB) **and/or** Child Care Rebate (CCR) is available to all Parents/Carers who meet the eligibility requirements. All information and applications are available through the Family Assistance Office (FAO Ph: 136150). It is the parents' responsibility to notify the Family Assistance Office of any changes in circumstances which may affect their Child Care Benefit payment.

2. *Absences*: Under the Child Care Management System (CCMS) CCB is strictly monitored. A child is allowed to have 42 absences in a financial year for any reason, but a fee must be charged to gain CCB. Once 42 absences have been reached, documented proof is required for any additional absences for continued CCB entitlement as assessed by FAO. A fee is still required to be charged to claim CCB.

3. It is vital that as a service provider, the Service can predict an income to ensure it's ongoing viability. All permanent bookings will be charged, regardless of whether the child is absent, or a booking is cancelled. Bookings may be adjusted during the year, and must be made through the Child Care Service. Casual bookings are available, however, a place is not guaranteed if our numbers exceed our licensed places. All casual bookings must also be made through the Child Care Service.

4. On request, Parents/Carers will be given a print-out of all absence days used or they can view their statements on-line at FAO.

5. Fees are payable by Parents/Carers as agreed on the enrolment forms. All accounts must be paid at least fortnightly in advance by EFTPOS or Direct Debit, and a nil balance achieved. Child Care benefits may be claimed for Before School Care, After Kinder Care, After School Care and Vacation Care. This amount, as approved by the Family Assistance Office, is deducted before invoices are issued.

6. Overdue accounts may attract interest and an overdue account fee of \$10 per month. Parents with overdue fees will be encouraged to discuss meeting payments with the Facility Manager or Finance Manager.

7. Children may be excluded from the Service if fees are not forthcoming.

8. Parents/guardians are requested to give at least two weeks' notice of permanent cancellation of their child from the Service, otherwise fees may be charged.

9. Fees may be changed at any time at the discretion of the Management Committee. Parents/guardians will be given at least one month's notice of fee increases.

10. Enquiries re fee structure should be directed to the Finance Officer at the Child Care Centre.

11. Statements are produced fortnightly in advance and are sent home with your child/ren, unless otherwise notified. Please advise your email address if you prefer to receive your accounts in this manner.

12. The Management Committee has the discretionary authority regarding changes to regular booked sessions of care as requested by parents/guardians, provided the changes to the booked sessions do not decrease the expected income to the Service.

## SERVICE POLICIES

A complete set of policies are available for your viewing; please ask an educator if you would like to read these at any time. We do value parent input and feedback when our policies are updated.

## MEALS

The Service provides a well-balanced afternoon-tea in accordance with our Nutrition policy. We encourage children to eat a variety of healthy foods. We display our afternoon tea menu at the Service and feedback and ideas are always welcome. When children attend vacation care they are encouraged to bring a healthy lunch, morning and afternoon tea is provided. If your child has ANY food or drink allergies, please inform staff and ensure that it is noted on the enrolment/health form.

Meal times are seen as a social occasion. Children are never forced to eat and are encouraged to try a variety of foods. All food is handled according to council regulations and safe food handling practises are abided by at all times. All educators have been directed in safe food handling practises.

*Refer to our service 'Nutrition and Food Handling' policy*

## COLLECTION AND DELIVERY OF CHILDREN

As a requirement of the Child Care Services Regulation and to receive payment of Child Care Benefit, children's time of arrival and departure must be recorded and signed by a parent/guardian or person responsible. A child cannot be accepted into or released out of the Service unless this is complied with. If there are alterations to the authorised persons this information must be provided in writing. All authorised persons must be at least 18 years of age.

*Refer to our 'Delivery and Collection' policy*

## LATE COLLECTION

Parents/Guardians who are unavoidably detained and are unable to collect their child at the contracted time must telephone the Service to advise of their expected time of arrival. If a parent/guardian is unable to collect their child prior to closing time they should arrange for another responsible adult to collect the child. The Service must be advised of this arrangement if the collecting adult is not authorised on the enrolment form. This advice should be in writing via email if possible.

If the parent/guardian has not contacted the Service and the child has not been collected 10 minutes after the contracted time, the Service will attempt to telephone the parent/guardian. If this is not possible the Service will contact the emergency contacts listed on the child's enrolment form to arrange for the child's immediate collection.

If no one can be contacted and the child has not been collected 30 minutes after the Service's normal closing time, the Responsible Officer, Police and/or Crisis Care will be contacted to advise them of the situation and consult on what action to take. A notice of action will be posted on the Service's entrance with the relevant contact details. A late fee of \$2.00 per minute may be imposed if parents are continually late collecting their child.

Please be courteous to our educators as they also have personal obligations to meet.

*Refer to our 'Delivery and Collection' policy*

## GUIDING CHILDREN'S BEHAVIOUR

We believe that all children have the right to grow with good self-image and should be valued at all times, regardless of behaviour. Guidance and discipline techniques used within the Service will aim to encourage the individuality and confidence of each child, never lowering their self-esteem.

The following procedure will be implemented when dealing with children's behaviour.

1. Educators try regular behaviour management
2. Educators try extra strategies for management of difficult behaviour
3. Educators take the child and talk seriously to them about their behaviour
4. Educators speak to parents to work out strategies to deal with behaviour:

### **Immediately if the behaviour is:**

- 1) Abusive language at educator
- 2) Physical abuse such as hitting, kicking, tripping, pinching and pushing or damaging property
- 3) Verbal Bullying includes name calling, insults, teasing, intimidation, homophobic or racist remarks, or verbal abuse.
- 4) Covert bullying which is designed to harm someone's reputation and/or cause humiliation.
- 5) Cyber bullying using digital technologies
- 6) Endangering the safety of themselves, others and educators
5. An incident form will be completed which will be given to the parents/guardian, the Coordinator/Manager. Senior Educators will speak to the child and the parents/guardian.
6. If the child endangers himself /others physically for the safety of all, parents/guardians will be requested to collect their child from the Service.
7. After all strategies of behaviour management have been in place and the inappropriate behaviour continues regularly, the Coordinator/Manager deems this unsafe then suspension of the child will be imminent,
8. The Coordinator/Manager must notify the Management Committee, once a child is pending a suspension.

### ***Procedure for suspension***

Parents/guardians will be sent a letter or telephoned to attend a pre-suspension meeting (meeting time will be allocated to suit all parties) or will be contacted verbally or by phone.

Both child and parents/guardians, Educators or Coordinator/Manager must attend the pre-suspension meeting. If parents /guardians do not contact Narrogin Outside School Hours Care or attend the meeting, the child will automatically be suspended. A letter of suspension will be mailed notifying the parent/guardian of the immediate suspension.

## CURRICULUM PLANNING AND DOCUMENTATION

The National Framework for School Aged Care; My Time Our Place, is used throughout Australia and aims to provide school age children in Out of School Hours care, with high quality care that best promotes their learning and development while recognising the importance of social interactions and recreation.

The broad objective of the Framework is to ensure that children in outside school hour's care have stimulating, positive experiences and interactions that foster their self-esteem and confidence. It aims to extend & enrich children's wellbeing & development in school care settings.

Working in collaboration with children and in partnership with families, educators use the Outcomes to guide their planning for children's wellbeing and learning. In order to engage children actively in learning, educators identify children's strengths and interests, choose appropriate strategies and design the environments.

Children are encouraged to discuss activities & plan their program together with the Educators. These ideas are then implemented along with other activities they would like to do during that day or over the weekly program.

Children are given opportunities to modify their program to meet their individual needs, interests & abilities throughout the week.

Each day the opportunities for free play, craft, sports, board games, activity, computer games, outside play, reading, homework and quiet time will be made available. A copy of the program is displayed at the Service.

The NOSHC Program is committed to nurturing and extending each child's cognitive, physical, emotional and intellectual development in a child-friendly, supportive and fun environment. The service offers a planned, flexible and balanced program, which will respond to children, parents/caregivers and Educators needs.

Within the children's program, the service provides learning experiences that expose children to many different and varied subjects. Special events such as celebrations, movie and fancy dress days are also undertaken.

Children and parents are given the opportunity to evaluate their programs through surveys and feedback to Educators.

#### **Computers, Television, Video Games, Electronic Games**

The program endeavours to reflect children's interests in the program, therefore activities such as videos, television, computers and electronic games will be offered within a balanced program of activities. The amount of time children can participate in these activities will, however, be limited. The service will ensure that the content of program and games will be appropriate for all children present and will not contain any physical or verbal violence or ridicule. These activities will be limited to C, G and PG ratings.

On occasions DVD's and electronic games may be viewed under supervision of Educators. Parents can request their children to not view these then alternate activities will be arranged to meet their needs.

#### **Celebrations & Festivities**

The OSHC program acknowledges that celebrations and festivals assist children to learn about other people and cultures. To facilitate this, the service will endeavour to include a variety of celebrations and festivities throughout the year within the children's program. The program will include a range of experiences representing everyday life, and celebrations will not focus on one specific festival or aspect of the culture. Children are, however, encouraged to celebrate festivities related to their culture or lifestyle.

We do encourage parents/caregivers to help in these celebrations, e.g. bringing in a cake to celebrate their birthday but as we are a registered kitchen, strict guidelines must be followed. Please see staff for advice. Parents/caregivers are encouraged to provide ideas into the program and help select materials for the provision of culturally relevant experiences.

***Refer to our 'Planning, Implementing and Documenting Children's Learning' policy***

### **CLOTHING AND SUNSCREEN**

Hats must be worn during Terms One and Four. If children come to care without a hat they will be asked to stay under the shaded areas.

***Refer to our service 'Sun Protection' Policy***

## CHILD PROTECTION

We believe we have a responsibility to all children attending the Service to defend their right to care, safety and protection. To support this right the Service will follow guidelines set down by the Department of Child Protection for preventing child abuse and neglect. These guidelines will be used to aid in recognising indicators and responding effectively if issues arise. Response will include the mandatory reporting of any of any suspected child abuse.

*Refer to our 'Child Protection' policy*

## TRANSPORT

The safety and well-being of children is a primary concern during excursions and vehicular travel. Parents will be required to give written consent if a child is to be transported from one place to another. Full details of the method of transportation will be provided. Places travelled will be from Narrogin Primary School, to St Matthews Primary school and up to East Narrogin Primary School. Site-specific procedures have been developed and Risk Assessed when transporting children. The vehicle used to transport children complies with the appropriate transport regulations.

### Pick up points

We have designated meeting points for each school to be discussed at orientation: School runs are determined according to the demand of the school community's needs. There is a behaviour policy for travelling in the van. Every child who travels in the van is asked to remember that they are representing NOSHC. Children must be at pick up points promptly.

### Code of Conduct when travelling in the van

Educators discuss limits with children each term. Please ensure your child/ren is aware of these limits.

- Be aware of the safety for everyone, when getting in and out of the van
- We never distract the driver
- When getting in the van walk to the back and find an empty seat, keeping in mind younger children first as they require a booster seat.
- Place your seat belt on
- Ask for help if needed
- There is no food or drink in the van.
- Behave so that the journey is enjoyable for all, we never;
  - Jump
  - Use inappropriate language
  - Yell
  - Fight
  - We never take off seat belts until the van has stopped and the Educator has opened the side door.
  - Please look after our van.

*Refer to our 'Excursion and Incursion' policy*

## MEDICAL CONDITIONS AND PROCEDURES

### Anaphylaxis

Parents/guardians of a child at risk of anaphylaxis shall:

- Inform Educators, either on enrolment or on diagnosis, of their child's allergies.
- Provide Educators with an **anaphylaxis management & action plan** and written consent to use the EpiPen/Anapen in line with the action plan.
- Provide Educators with a complete EpiPen/Anapen kit in a named insulated bag.

- Regularly check the EpiPen/Anapen expiry date.
- Assist Educators by offering information and answering any questions regarding their child's allergies.
- Notify the Educators of any changes to their child's allergy status and provide a new anaphylaxis management & action plan in accordance with these changes.
- Communicate all relevant information and concerns to Educators, for example, any matter relating to the health of the child.
- Comply with the Centre's policy that no child who has been prescribed an EpiPen/Anapen is permitted to attend the service or its programs without that EpiPen/Anapen.

***Please refer to our 'Anaphylaxis and Allergy Awareness' policy***

### **Asthma**

Asthma is a chronic health condition affecting 1 in 6 children and it is the most common cause of school absenteeism.

It is generally accepted that children under the age of 6 do not have the skills and ability to recognise and manage their own asthma effectively. With this in mind, NOSHC recognises the need to educate its' staff and parents/guardians about asthma and to promote responsible asthma management strategies.

If your child is asthmatic, we must have an **asthma management & action plan** from your doctor on file along with a Medical Communication form and Medication Authorisation form.

***Please refer to our 'Anaphylaxis and Allergy Awareness' and 'Administering Medication' policies***

### **Medication**

All medication will only be administered to a child if;

- It is clearly labelled with the child's name
- The dosage is written
- The medication in date
- All details are clear on the intact Pharmacists dispensing label.
- Medication will be stored in a locked box.

### **Non Prescribed Medication**

Non prescribed medication such as Panadol will only be administered in exceptional circumstances (please discuss with Educators these circumstances). Procedures will be followed as per the direction on the bottle/box when parents/carers have given signed permission on a **Medication Authorisation Form** eg: Panadol, Asthma Puffers. If your child is unwell, please keep them home.

***Please refer to our 'Administering Medication' policy.***

### **Infectious Diseases**

The Out of School Hours Care Program policy on infectious diseases outlines the exclusion practices for children who have an infectious disease or who have been exposed to an infectious disease. NOSHC will ensure that the policy is practiced. The NOSHC program will practice correct hygiene and follow requirements from State & Commonwealth legislation.

NOSHC will ensure that parents/guardian will be notified of any infectious disease present at the Service. Children will be excluded from the NOSHC program in accordance with appropriate legislation.

***Refer to our 'Immunisation and Infectious Disease' policy.***

## GRIEVANCE PROCEDURE

We believe that all parents have an important role in our service. All parents/guardians have the right to complain about the service that they are receiving without fear of retribution. All concerns will be dealt with promptly and confidently.

The following procedure will be followed if parents/guardians wish to make a complaint:

Parents are firstly encouraged to raise their complaint with the Educator concerned.

If the parent is not satisfied with the outcome of the complaint, or does not feel comfortable approaching the educator concerned, the Coordinator/Manager may be approached to discuss the complaint.

The Coordinator/Manager and or Educator concerned will record all formal complaints in writing.

The issue will be resolved as quickly and effectively as possible.

The parents will then be informed either verbally or in writing of the outcome of the complaint and the action that has been taken.

If the parent is not satisfied with the outcome of the complaint, they are encouraged to direct the matter in writing to the Management Committee.

If, after performing the above actions, the matter is still not dealt with to the parent's satisfaction, the parent may wish to take the complaint to the Education and Care Regulatory Unit;

Education and Care Regulatory Unit  
PO Box 6242, East Perth Business Centre  
East Perth WA 6892  
Ph: 1800 199 383 or  
08 6551 8333

All complaints will be treated as confidential between the Educators members and parents/guardians concerned.